Overview

IDrive offers the most cost-effective BMR functionality with onsite disk image backup for SMBs. You can store entire data of hard disks including the operating system (OS) and application configurations in an external server and retrieve them in case of catastrophic failure. For a better disaster recovery plan, virtualization lets you create a virtual instance of your clients on the BMR server and access them without losing any data in the event of physical damage to your systems. Also, maintain a ready-to-use, bare metal restore (BMR) capability with each file-based backup.

You can also transfer backups stored on your IDrive BMR server to an offsite location through cloud replication. You have to enable the cloud replication feature by providing the IDrive account credentials. Once enabled, you are provided with the necessary interface to configure cloud replication schedule settings and monitor the backup status through the centralized web console.

Log in to BMR Server

Log in to the IDrive BMR server web interface to manage local backups and schedule cloud replication of the registered clients. For initial log in, use "support123" as the password. We highly recommend you to change the default password after the initial login to the server web interface.

Forgot password

This option lets you reset the password that you use to log in if you do not remember it.
To change the password,

1. On the 'Login' page, click 'Forgot Password'.

2. Click 'Confirm' in the confirmation window.

   An email with the security code will be sent to the registered email address.

3. Enter the security code and click 'Verify'.

4. Enter the new password, confirm the same and click 'Reset password'.

   A confirmation message will be displayed on the top.

Note: If you do not get an email with a security code, click 'Resend security code' to resend the email. If you still did not receive the mail, this could be because of the following reasons:

- You may be checking the wrong email address. The default email address to which the notification will be sent to, is the address provided during the request for the device.

- Your incoming email server might be rejecting the message.

Overview

This section displays the system performance status like CPU Load, RAM usage, storage and so on. Also, you can get the IP address to access the server.

FAQs

This section redirects you to frequently asked questions on BMR.

Support

This section provides available support options for our product. You can find the contact phone number, email and chat support information.

Dashboard

The 'Dashboard' tab displays information about backup status, activities, registered clients, VMwares and devices mounted for restore. Also, the Dashboard provides an overview of storage used, virtualization, cloud replication, health status of devices. You can also enable cloud manage from the Dashboard tab.

Raid and Hard Drive health status

The 'Raid and Hard Drive health status' displays the health status of raid devices and the individual health status of hard drive (OS and storage).

Health status of raid devices can be any of the following:

- ✅ Devices are working fine
- ⚠️ Contact support team immediately

Note: The status 'Warning' doesn't always imply that there is a critical problem with the raid storage array. Once you contact the support team, they will analyze the required reports and let you know if there is any issue and provide necessary information on resolving them.

Health status of hard drive can be any of the following:

- ✅ Working fine
- ⚠️ Contact support team immediately
- ⚠️ Contact support team immediately

Note: A unique serial number will be provided to each storage device to identify and replace them if the health status is bad.

Storage Used

The 'Storage Used' displays the consumed storage space of the BMR server.

Backup Devices

This section displays the total number of registered clients and the number of clients that are currently online.

Virtualization

This section displays the total number of virtual instances created and the number of virtual instances powered on.

File Restore

You can see the number of restore points created for clients to access backed up data from the 'Restore' section.

Cloud Manage

This section lets you enable cloud manage and access IDrive BMR server remotely. You can manage local backup operations and cloud replication of your local backups from anywhere.

To enable cloud manage,

1. Click the slider under the 'Cloud Manage' section to enable. The 'Cloud Manage' window appears.

2. Enter the IDrive account credentials and click 'Enable cloud manage'.

Cloud manage is successfully enabled and you can now access the server's web interface from an external network.

Cloud Replication

This section displays information such as date and time of the recent backup of the local data to the cloud. You can click on this section to go to the 'Cloud Replication' tab.

Download Backup Agent

Download the agent software from this section and install it on the computer you want to backup. IDrive BMR server detects the agent and starts image backup automatically for the first time. For more information on image backup refer **Backup Instructions.**

System Requirements for IDrive BMR

IDrive BMR supports bare-metal backup from physical clients and VMware machines running on Windows OS.

Following are the system requirements for IDrive BMR:

Operating Systems:

- ✓ Windows Vista (with all windows updates installed)
- ✓ Windows Server 2008 (with all windows updates installed)
- ✓ Windows Server 2008 R2
- ✓ Windows 7
- ✓ Small Business Server 2011 (with all windows updates installed)
- ✓ Windows 8
- ✓ Windows 8.1
- ✓ Windows 10
- ✓ Windows Server 2012
- ✓ Windows Server 2012 R2

Filesystem

IDrive BMR supports backup from only NTFS formatted volumes

Disk Partition Style

- ✓ MBR
- ✓ GPT

VMware versions:

ESXi
- ● Versions 5.5, 6.0 and 6.5 are supported

vCenter
- ● Versions 5.5, 6.0 and 6.5 are supported

Note:

- ● You can backup dynamic or logical volumes in MBR disk. However, Bare-Metal Restore of these volumes is not supported. You can still recover data from these backed up volumes by using the 'File Restore' option. **Refer steps to recover backed up data using file restore option.**

- ● Bare-Metal restore is not supported for the data backed up from client machines with RAID-based storage. However, you can still **perform file-level restore of the backed up data to the client machine.**

Physical Machines

This section displays all the registered clients and the groups created by Admin.

Clients

This section displays the following information for the registered clients:

- **Hostname:** Name of the client added for backup

- **Status:** Displays the online or offline status of the clients

- **Last seen:** Displays the date and time of the last connectivity check made by the server with the client

- **Last backup time:** Displays the date and time of the recent backup for the client

- **Last Integrity Status:** Displays the integrity status of the client

- **Local backup status:** Displays the overall backup per client.

Status can be any of the following:

Backups are running fine

No recent backup, if there is no backup from long time

Add Client

The server is designed in a such a way that it automatically detects and registers a client if the agent software is installed in the client. However, if the server has not detected the client you can use 'Add Client' option to manually add the client by its IP address.

To add client manually,

1. On the 'Dashboard' tab, click 'Add Client'.

2. In the 'Add client' page, enter the IP address of the client to be added and click 'Add Client'.

Once the client is added manually it will be displayed in the 'Discover new client via IP' section on the 'Dashboard' tab.

Discover new client via IP

This section displays the list of manually added clients and its connection status. If the connection status is 'No' this could be because of the following reasons:

- The client and the server are not in the same LAN

- The agent software is not installed on the client

There could be firewall restrictions on the client blocking the server from detecting the agent software.

Groups

A group is a collection of client machines organized together by the admin. You can create up to 30 groups and one client machine cannot be added to more than one group.

This section displays the created groups and the number of client machines added to the group. You can perform full image backup or incremental image backup, and schedule them from the created groups.

Create Group

This option lets you create groups and add client machines to them. A group can have up to 25 client machines and you can create a maximum of 30 groups.

To create a group,

1. Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab.

2. Click 'Create Group'.

3. Enter the name of the group in the 'Group Name' field.

4. Select the client machines from the list displayed in the 'Choose host machines' section.

5. Click 'Create group'.

Group Operations

You can perform the following operations for the created group:

- Add or remove client machines.

- Full image backup or incremental image backup.

- Schedule local backup

- Rename and delete the group.

To add client machines to an existing group,

1. Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2. Click 👥 in the required group section. The 'Manage User Groups' page appears.

3. Select client machines from the list displayed list in the 'Choose host machines' section under the 'Add' tab.

4. Click 'Save'.

To perform full or incremental image backup,

1. Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2. Click 'Full Image Backup'/'Incremental Backup' in the required group to start the backup.

You can see the status of the backup in the 'Activities' section.

To schedule local backup,

1. Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2 Click ⚙ in the required group section. The backup settings page appears.

3 Select the group from the 'Choose your Groups' drop-down list.

Note: You can even apply settings for the individual client machine. Select the 'Clients' option and choose the required client machine from the 'Choose your Clients' drop-down menu.

4 By default, 'Don't Limit' option is selected for the backup speed. If you wish to limit the same, select 'Limit To' option and specify bandwidth throttle in the given field.

5 To schedule full and incremental image backup, set the following options in the respective tab:

- **Set Backup Interval:** Specify the interval between the last and the next image backup from the drop-down.

- **Schedule Backup:** Schedule the backup daily/weekdays/weekends. You can even customize the backup schedule by selecting the required days and hours as required from this section.

- **Number of Full/Incremental Image backups:** Use the slider to set the minimum and maximum number of full/incremental backups that the server should retain for a client.

6 Click 'Save'.

To rename a group,

1 Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2 Click 👥✎ in the required group section and go to the 'Edit' tab.

3 Enter the new name in 'Edit the group Name' field and click 'Update'.

Note: You can also rename the group from the 'Dashboard' tab. In the 'Group' tab, click ✎ in the required group section, enter the new name and click 'Confirm'.

To remove client machines from the group,

1 Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2 Click 👥✎ in the required group section and go to the 'Remove' tab.

3 Select the client machines to remove from the 'Choose host machines' section.

4 Click 'Remove'.

To delete a group,

1 Log in to the IDrive BMR server web interface and click 'Groups' on the 'Dashboard' tab. The created groups appear in the 'Groups' tab.

2 Click 🗑 in the required group section.

3 Click 'Yes' in the confirmation window.

Note: When you delete a group, the applied settings will be lost and all the client machines of that group will adopt global backup settings.

VMware

This section displays all the registered virtual machines running on ESXi and vCenter.

ESXi

This section displays the VMs running on ESXi hosts, added for backup to the BMR server.

Add ESXi Host

You need to add VMware ESXi host to the BMR server to backup data from virtual machines.

To add ESXi host,

1. Log in to the IDrive BMR server web interface.
2. Go to the 'VMware' tab and click 'Add ESXi Host'.
3. Provide details such as, ESXi name, IP address, username and password and click 'Next'.
4. Select the required virtual machines and click 'Next'.
5. Set full or incremental backup schedule parameters in the respective tab and click 'Next'.
6. Verify the details and click 'Confirm' to add.

ESXi host is added to BMR server successfully and backups for running VMs will occur as per the schedule. You can perform immediate full image and incremental backup, change the schedule for backup, integrity and backup status, last backup time for each ESXi host. You can also add new VMs to an ESXi host.

To add VMs to the VMware ESXi,

1. Log in to the IDrive BMR server web interface.
2. Go to 'VMware'->'ESXi'.
3. Click 'Add VMs' on the required ESXi.
4. Select the required VMs to add and click 'Next'.
5. Verify the details and click 'Confirm'.

To perform immediate backup,

1. Log in to the IDrive BMR server web interface.
2. Go to 'VMware'-> 'ESXi'.
3. Click 'Full image Backup'/'Incremental Backup' on the required ESXi host to perform full or incremental image backup.

To reschedule data backup for an ESXi host,

1. Log in to the IDrive BMR server web interface.

2. Go to 'VMware'->'ESXi'

3. Click ⊞ on the required ESXi Host.

4. On the 'Schedule Backup' screen, change the required parameters. You can select 'Disable Schedule' to disable the schedule.

5. Click 'Confirm' to save the changes.

To delete an ESXi host,

1. Log in to the IDrive BMR server web interface.

2. Go to 'VMware'-> 'ESXi'.

3. Click 🗑 on the required ESXi Host.

4. Click 'Yes' in the confirmation window.

Note: The list of deleted ESXi host will be displayed on the bottom and will be removed from the server during cleanup. You can click 'Do not remove' to retain the required ESXi host.

vCenter

This section displays the VMs running on vCenter server, added for backup to the BMR server.

Add vCenter server

You can backup data from virtual machines running on VMware vCenter server. All you need to do is, add the vCenter server to the BMR server and schedule the backup.

To add vCenter server,

1. Log in to the IDrive BMR server web interface.

2. Go to 'VMware Backup' -> 'vCenter'.

3. Click 'Add vCenter Server'.

4. Provide details such as, vCenter name, IP address, username and password and click 'Next'.

5. Select the required virtual machines and click 'Next'.

6. Set full or incremental backup schedule parameters in the respective tab and click 'Next'.

7. Verify the details and click 'Confirm' to add.

You can view the existing schedule for full image and incremental backup, change the schedule for backup, integrity and backup status, last backup time for each vCenter server. You can also add new VMs to a vCenter server.

To add VMs to the VMware vCenter,

1. Log in to the IDrive BMR server web interface.

② Go to 'VMware'->'vCenter'.

③ Click 'Add VMs' on the required vCenter.

④ Select the required VMs to add and click 'Next'.

⑤ Verify the details and click 'Confirm'.

To perform immediate backup,

① Log in to the IDrive BMR server web interface.

② Go to 'VMware'->'vCenter'.

③ Click 'Full image Backup'/'Incremental Backup' on the required vCenter to perform full or incremental image backup.

To reschedule data backup,

① Log in to the IDrive BMR server web interface.

② Go to 'VMware'->'vCenter'.

③ Click 🖳 on the required vCenter.

④ On the 'Schedule Backup' screen, change the required parameters. You can select 'Disable Schedule' to disable the schedule.

⑤ Click 'Confirm' to save the changes.

To delete a vCenter server,

① Log in to the IDrive BMR server web interface.

② Go to 'VMware'->'vCenter'.

③ Click 🗑 on the required vCenter.

④ Click 'Yes' in the confirmation window.

Note: The list of deleted vCenter server will be displayed on the bottom and will be removed from the server during cleanup.

You can click 'Do not remove' to retain the required vCenter server.

Activities

This section displays information about ongoing local backup or restore operations of the physical machines and virtual machines running on the VMware ESXi host and vCenter server.

During a backup operation you will be provided with the following options:

① **Stop** - Click to force stop the ongoing local backup

② **Show Logs** - Click to view the detailed information of local backup

Discover new client via IP

This section displays the list of manually added clients and its connection status. If the connection status is 'No' this could be because of the following reasons:

- The client and the server are not in the same LAN

- The agent software is not installed on the client

Restore

This tab lets you restore the backed up data to the clients and virtual machines running on VMware ESXi host or vCenter server by creating share path for the recovery points.

File Restore

You can access all the backed up data by using file restore option. Create share path for the recovery points and gain access to the backed up data of the clients from this section.
To create share path for the recovery point,

1. On the 'File Restore' tab, select the client from 'Choose a System' drop-down menu.

2. Select the recovery point from 'Choose Recovery Point' drop-down menu.

3. By default 'Enable user authentication' will be selected as 'No'. This will create an open share that is accessible on the network. However, if you want the share to be secured, we recommend you to create it with username and password. To create a secure share, select 'yes' and perform the following steps:

   - Select the username from 'Mount username' drop-down.

   - Enter the mount password.

4. Click create.

Note: You can create a maximum of 5 simultaneous share path for recovery points irrespective of authentication type selected.

Mount Path Summary

Once the share path for the recovery point is successfully created, a summary of it will be displayed in the 'Mount Path Summary' table. You can use the path displayed under 'Mount Path' to access your backed up data.

System Restore

This section will provide the instructions to perform the bare-metal restore to the system.

To perform system restore,

1. Boot your computer using IDrive BMR Restore CD or a USB thumb drive which has restore environment.

2. After booting your system, click 'Next' in the welcome page.

3. Select 'BMR Server' and click 'Next'.

4. Enter the BMR server password and click 'Log in'.

5. Select the system from which you want to restore the data, from 'Choose your system' drop-down menu.

6. Select the required volumes and their recovery points to restore, from 'Choose volume(s) and recovery point(s)' section and click 'Next'.

7. Select the drive to which you want to restore data, from 'Choose target drive to restore' drop-down menu.

Click 'Start Restore' and click 'Yes' in the confirmation window to start the restore process.

Note:

1. The computer on which you are restoring data should have the same hard drive space as the computer being backed up. Also, if the 'backup computer' has multiple drives, ensure that the 'restore computer' also has same number of drives.

2. It is recommended that 'restore computer' have same hardware configuration as 'backup computer'. However, you may have to install the required additional drivers if there is any change in the hardware configuration of the 'restore computer'.

VMware Restore

This tab allows you to restore VMs back to the ESXi host or vCenter server.

To restore a VM running on ESXi host,

1. Log in to the IDrive BMR server web interface and go to the 'Restore' tab.

2. Go to 'VMware Restore'->'ESXi'.

3. Select 'VM restore'.

4. Select the required ESXi host you want to restore.

5. Select a VM and the required recovery point.

6. Select 'Same VM' if you wish to restore data to the selected VM.

7. To restore data to another VM, select 'New VM'.

8. Select an ESXi host for the new VM.

9. Enter a name for the VM and select a data store.

10. Click 'Restore'.

11. Click 'Continue' to initiate the restore process.

To restore a VM running on vCenter server,

1. Log in to the IDrive BMR server web interface and go to the 'Restore' tab.

2. Go to 'VMware Restore'->'vCenter'.

3. Select 'VM restore'.

4. Select the required vCenter server you want to restore.

5. Select an ESXi host.

6. Select a VM and the required recovery point.

7. Select 'Same VM' if you wish to restore data to the selected VM.

8. To restore data to another VM, select 'New VM'.

9. Select a vCenter and the required ESXi host for the new VM.

10. Enter a name for the VM and select a data store.

11. Click 'Restore'.

12. Click 'Continue' to initiate the restore process.

You can view the detailed restore progress in the 'Activities' section.

You can also restore individual files/folders, irrespective of the type of the operating system on the VM. To restore individual files/folders from a backed up ESXi host,

1. Log in to the IDrive BMR server web interface and go to the 'Restore' tab.

2. Go to 'VMware Restore'->'ESXi'.

3. Select 'File restore'.

4. Select the required ESXi host you want to restore.

5. Select a VM and the required recovery point.

6. Select the username and enter the password.

7. Click 'Create Mount' to initiate the restore process.

To restore individual files/folders from a backed up vCenter

1. Log in to the IDrive BMR server web interface and go to the 'Restore' tab.

2. Go to 'VMware Restore'-> 'vCenter'.

3. Select 'File restore'.

4. Select the required vCenter server you want to restore.

5. Select an ESXi host.

6. Select a VM and the required recovery point.

7   Select the mount username and enter the password.

8   Click 'Create Mount' to initiate the restore process.

Virtualization

This tab allows you to create a virtual instance of the backed up physical machine and VMware virtual machines on your BMR server in case of any physical damage or disaster. You can create a maximum of four virtual machines at a time.

Local Virtualization

You can create a virtual instance of your physical machine and VMware's virtual machine from this section.

To create a virtual instance of a physical machine,

1   Log in to the IDrive BMR web interface and go to the 'Virtualization' tab.

2   On the 'Physical Machines' tab, select the required client from 'Choose a System' drop-down list.

3   Choose the recovery points for the given volumes.

4   Select the number of processors for the virtual machine from the 'Processor(s)' drop-down list.

5   Enter the memory value in the 'Memory' field.

Note: Memory value should be greater than 1024 MB. You can decide the memory value depending on the available memory displayed below the 'Memory' field. Click ⟳ to recalculate the available memory.

6   Select the required storage controller. The recommended storage controller is 'SAS-LSILogicSAS'.

7   Select the appropriate network option.

8   Select 'Yes' to enable user authentication for the virtual machine.

Note: By default 'Enable user authentication' will be selected as 'No'

9   Select username from the 'Username' drop-down list, and enter the password.

10 Click 'Build Virtual Machine'

Now, you have successfully created the virtual machine. You can now connect to it and access data.

To connect,

1   In the 'Virtual Machines' section, click 🖳 against the virtual machine.

2   Open the downloaded '.rdp' connection file.

3   Click 'Connect'.

4   Click 'Yes' in the 'Remote Desktop Connection' popup window.

Remote connection to the virtual machine is established.

To create a virtual machine of your VMware virtual machine,

① Log in to IDrive BMR server web interface and go to the 'Virtualization' tab.

② On the 'VMware' tab, select the required server from 'Choose Server' drop-down list.

③ Choose the ESXi Host from the "Choose ESXI Host' drop-down list.

④ Choose the VM from the 'Choose VM' list.

⑤ Choose the recovery points.

⑥ Specify the boot firmware.

⑦ Select the number of processors for the virtual machine from the 'Processor(s)' drop-down list.

⑧ Enter the memory value in the 'Memory' field.

Note: Memory value should be greater than 1024 MB. You can decide the memory value depending on the available memory displayed below the 'Memory' field. Click to recalculate the available memory.

⑨ Select the required storage controller. The recommended storage controller is 'SAS-LSILogicSAS'.

⑩ Select the appropriate network option.

⑪ Select 'Yes' to enable user authentication for the virtual machine.

Note: Memory value should be greater than 1024 MB. You can decide the memory value depending on the available memory

⑫ Select 'Yes' to enable user authentication for the virtual machine.

⑬ Click 'Build Virtual Machine'.

Now, you have successfully created the virtual machine. You can now connect to it and access data.

Virtual Machines

This section displays the created virtual machines of your physical machines and VMware virtual machines. You can perform power operations on the virtual machine. Also, you can restart the machine, send the keyboard inputs such as windows, Ctrl+Alt+Del, Alt+Tab and F8 to the virtual machine.

To perform power operations,

① Log in to the IDrive BMR web interface and go to the 'Virtualization' tab.

② Perform either of the following:

- Click ⏻ to power on the machine.
- Click ■ to power off the machine.

③ Click 'Yes' in the respective confirmation window.

To restart a virtual machine, click ↻ in the menu of the required virtual machine. Click the required icons (Windows, Ctrl+Alt+Del, Alt+Tab and F8) in the menu, to send the keyboard inputs to the virtual machine.

All the created virtual machines will be unmounted when you restart your IDrive BMR server.

You can also click ⬚ to unmount the created virtual machine manually.

Cloud Replication

The Cloud Replication tab lets you replicate the data backed up from your physical as well as VMware machines in your server to the cloud account and even schedule the cloud replication. Also, you can use the cloud seeding service, IDrive BMR Express, to transfer data to your cloud account from the BMR server via an external device from this tab.

IDrive Cloud

Replicate data stored on your BMR server to the cloud account over the Internet or even schedule the cloud replication for the required physical clients and VMware machines from this tab.

Activities

This section displays ongoing cloud replication status. Information such as computer name, server name, VM name, recovery point, data transferred, time elapsed, speed and the estimated time for backup are displayed.

Cloud Replication Settings

You can schedule the cloud replication from this section. Following are the options available to schedule cloud replication:

- **Select clients to backup** - You can select the required clients to schedule the backup.
  Click 'Select All' to select all the computers.

- **Select ESXi/vCenter VMs for backup** - Select the required ESXi host or vCenter server for backup.

- **Force Incremental Backup** - You can enable this option for incremental backups.

- **Scheduled backup time** - Set the time at which your scheduled backup should start.
  Select 'Daily' to perform the backup everyday or you can even select the days for the backup to run.

- **Backup Cut-off time** - Enable this option to stop the scheduled backup.

Note: The scheduled backup will not stop exactly at the cut-off time, if there is a backup of recovery point currently in progress. It will stop after completing that recovery point backup, and before the next scheduled backup.

- **Bandwidth throttle** - Enter the bandwidth throttle value to set the Internet usage for your backups. By default this value will be set to 100 MBit/s.

Note: Bandwidth throttle value should be between 1-1000 MBit/s.

Schedule summary

This section displays the summary of the schedule backup. Information such as computers selected for backup, day and time of the next scheduled backup will be displayed.

Disable cloud replication

This option will disable the scheduled cloud replication and set the options to default value. Click this button if you want to disable the scheduled replication.

IDrive Account Information

This section provides information about your IDrive cloud account to which the data will be transferred. Information such as username and account status will be displayed.

Cloud Replication Status

TThis section displays the status of the last backup including information such as hostname, last backup time, data transferred, server, VM name. The amount of data transferred over the Internet is displayed in the 'Data Transferred' column. You can even search for the required hostname and server by using the search field.

Events

TThe 'View' option here would take you to a page with comprehensive log of the cloud replication activities of your physical clients and VMware machines. You will also have information on system logs. You will be able to view the status of cloud replication and information such as the name of client, the volume, recovery point and so on. Along with this, you will also be informed of the integrity status of your backups that is replicated in the cloud server.

Cloud Seeding

You can quickly transfer large amounts of data stored on the BMR server including data from physical clients and VMware machines to the cloud via physical shipment of a temporary storage device, from this tab.

Placing an order for BMR Express device

Fill out a shipment form with all the necessary information including a key, which will be used to encrypt your data for enhanced protection during transit. You will be contacted by our team for a quote, if necessary, after we receive your order. Once you confirm the order, we will ship the device to you with all the required accessories.

Transfer data from BMR server to the Express device

After receiving the Express device, you need to follow these instructions for transferring data from BMR server to the device:

1. Connect the Express drive to the BMR server.

2. On the BMR server web interface, click 'Cloud Replication' displayed on the menu bar and go to the 'Cloud Seeding' tab.

Note: Users should first enable cloud replication using IDrive account credentials to access cloud seeding from BMR server web interface.

3. Enter the encryption key set by you while placing the order.

4. Select client machine(s) from the 'Select clients to transfer' drop-down menu.

5. Click 'Transfer Now'.

Once data is successfully transferred to the device, you can eject the device and ship it back to IDrive. The time required to transfer data to your cloud account depends on the volume of data and our representative will update you on the same once we receive the device from you.

Cloud replication will be re-enabled from the server side once cloud seeding process is complete and all the backups will continue from where you left off.

To cancel cloud seeding after initiating it, you should contact the BMR support team to undo any changes made during the cloud seeding process.

Activities

This section displays the status of the ongoing data transfer to the external device. Information such as client machine name, drive selected for transfer, recovery point, amount of data transferred to the device, time taken so far to transfer, Internet speed and the estimated time for transfer are displayed.

Cloud Seeding Settings

You can select the client machines for transfer, set the backup throttle and also add the email address for notification from this section.

Following are the options available:

- **Select clients to transfer** - You can select the required client machines to transfer data from server to external device. Click 'Select All' to select all the client machines.

- **Backup throttle** - Enter the backup throttle value to set the Internet usage for your backups. By default this value will be set to 100.

Note: Backup throttle value should be between 1-50.

Events

The 'View' option here would take you to a page with comprehensive log for the data transfer activities. You will be able to view the status of transfer and information such as the name of client, the volume, recovery point and so on. Along with this, you will also be informed of the integrity status of your

backups that is transferred to the express device.

Express Drive Information

This section provide information about express device sent by IDrive. Information such as status of the device (mounted or unmounted) and disk utilization will be displayed.

Ejecting Express Device

You can unmount/eject the Express device from the BMR server by clicking the eject button in Express Drive Information section.

Cloud Seeding Status

This section displays the status of the data transfer. Information such as computer name, date and time of the last transfer. The amount of data transferred is displayed in the 'Data Transferred' column. You can even search for the required client machines by using 'Search' field.

Selected Clients For Transfer

This section displays the list of client machines selected for transfer.

Settings

From this tab you can change the server and network settings, apply local backup settings and schedule local backup as required. You can also perform operations such as shutdown and restart of the server.

Global Server Settings

This tab allows you to configure server settings.

You can change the following server settings from this tab:

- **Max simultaneous backups** - This option will limit the maximum number of backups allowed at a time.

- **Max recently active clients** - Set this option to limit the maximum number of clients allowed to connect and backup.

- **Total max backup speed for local network** - Specify the bandwidth throttle to set the local network usage during backup.

- **Global soft file system quota** - Set the value to delete old backups from active and inactive clients to reduce the storage usage. For more information, refer **FAQ**

- **Cleanup time window** - Schedule the cleanup operation from this section. You can schedule on daily/weekdays/weekends or even customize by selecting the days and hours as required.

Backup Settings

You can schedule full/incremental image backup from this section. Also, you can apply separate settings to the created groups, which will be applicable to all the associated client machines.
To schedule full/incremental image backup,

1. In the 'Backup Settings' tab, by default all client machines and groups will be selected. You can also apply settings for the individual groups/client machine. Select 'Groups'/'Clients' option and choose the required group/client machine from 'Choose your Groups'/'Choose your Clients' drop-down.

2. By default, 'Don't Limit' option is selected for the backup speed. If you wish to limit the same, select 'Limit To' option and specify bandwidth throttle in the given field.

3. Specify volumes to backup in 'Volumes' field. Select 'All' to include all volumes or select 'Custom' and enter the required volumes separated by comma (,).

4. To schedule full and incremental image backup, set the following options in the respective tab:

   - **Set backup Interval:** Specify the interval between last and the next image backup from the drop-down.

   - **Schedule Backup:** Schedule the backup on daily/weekdays/weekends. You can even customize the backup schedule by selecting the required days and hours as required from this section.

   - **Number of full/incremental image backups:** Use the slider to set the minimum and maximum number of full/incremental image backups server should retain for a client.

5. Click 'Save'.

Mail

You can change the mail server settings as per your requirements from this tab. Also, you can set the email addresses to which the local backup status notification will be sent.

Email Notification

Change the registered email address, add additional email addresses to receive notifications on server health and backup operations such as backup of physical machines, virtual machines and cloud transfer from this tab.

Server Alert Notification

Change the registered email address and add additional email addresses to receive alerts on server health such as RAID and hard drive health status from this section.

To change the registered email address,

1. Log in to the IDrive BMR server web interface.

2. Click 'Settings' on the menu bar.

3. Go to 'Mail' -> 'Email Notification' tab.

4. Click ✏, enter the new email address and click 'Save'.

To add additional email addresses,

1. Log in to the IDrive BMR server web interface.

2. Click 'Settings' on the menu bar.

3. Go to 'Mail' -> 'Email Notification' tab.

4. Enter email addresses separated by comma in 'Additional Email' field and click ➕ to add.

5. Click 'Save' to save the changes.

Backup Report Notification

This section lets you add email addresses to receive notifications on backup operations such as backup of physical machines, virtual machines and cloud transfer.

To add email addresses,

1. Log in to the IDrive BMR server web interface.

2. Click 'Settings' on the menu bar.

3. Go to 'Mail' -> 'Email Notification' tab.

4. Enter email addresses separated by comma in 'Send backup report(s)' to field and click ➕ to add.

5. Click 'Save' to save the changes.

Mail Server Settings

You can change the mail server settings from this section.

To change the mail server settings,

1. Log in to the IDrive BMR server web interface.

2. Go to the 'Settings' tab and click 'Mail'.

3. Click 'Mail Server Settings'.

4. Select the mail server option from the 'Mail Relay Server' drop-down.

5. Define the other required parameters and click 'Save'.

By default the BMR device uses Amazon SES server for mail communications. It is recommended to use

this setting. However, you can change it the local BMR network or your own network.
You can also check if Firewall is enabled for the selected port.

Control Panel

This tab allows you to configure or change the network settings and perform power operations of the server. You can even change the time settings of the server depending on your location from this tab.

Network Settings

Change the network settings of your server from this tab.

Network Settings

During the initial login, by default the server will be configured to DHCP mode. You can change the default settings from the 'Network Settings' tab.
To change the network settings,

1. Login to the IDrive BMR server web interface.

2. Go to the 'Settings' tab and click 'Control Panel'.

3. Click ☑ against the required ethernet port entry. The 'Network settings' window appears.

4. Select 'IP Mode' as 'Static' and provide the required information such as IP address, Netmask and Gateway in the respective fields.

5. Click 'Apply Settings'.

You can click the 'Reset Network' button to reset the network settings. When you reset the network settings, the following actions take place:

- Both the network interfaces on this server will be set to DHCP mode.

- Server will reboot to apply the changes. Ensure no backups are in progress at this time.

- After reboot, the server will try to obtain DHCP provided IP from your network.

DNS Settings
You can change the default DNS settings from this section.

To change the DNS settings,

1. In the 'Control Panel' tab, select 'Use the following DNS server address' under 'DNS settings'.

2. Provide primary and secondary DNS server address in the respective fields and click 'Apply'.

Firewall Checkpoint

This section allows you to check firewall configuration status for the following:

General Firewall Settings

In case general firewall check fails, check if the servers 'www.idrive.com' and 'www1.idrive.com', or the ports 80', '443' are blocked.

Mail Settings

In case firewall check fails for mail settings, check the Mail Server Settings section for server and port information.

Cloud Replication Check

In case cloud replication firewall check fails, check if the server:72.26.124.48 and port:1467 are blocked.

Time Zone

Change the time zone settings of your server as per your location from this tab.

To change the time zone,

1. Login to the IDrive BMR server web interface.
2. Go to the 'Settings' -> 'Control Panel' and click 'Time Zone'.
3. Choose your region from the 'Select Time Zone' drop-down list.
4. Select your country and zone.
5. Click 'Save'

Power Options

You can perform the power operations of IDrive BMR server from this tab. Following are the two available power options:

- **Restart** - Click this to restart the server
- **Shutdown** - Click this to shutdown the server

Statistics

This tab displays information about system health and storage insights of the BMR device.

System Health

This tab provides information about the health status of raid devices, hard drives, memory used and the network port. You can also perform the cleanup operation if the storage utilization reaches 80%.

Raid Health Status

This section displays the health status of raid devices. If one device stops working the other will be

working as backup.

Status can be any of the following:

- Clean: Devices are working fine

- Warning: Contact support team immediately

Contact support team immediately if any of the raid device stops working. Our team will analyze the problem and send a replacement device after processing. Once you receive the device, our team will assist in replacing the device over chat or phone support. After the device is successfully replaced and identified by the server, the rebuild operation will start. You can see the rebuild operation status in 'Raid health status' section.

Hard Drive Health Status

You can check the individual health status of hard drive (OS and storage) under 'Hard drive health status' section.

Health status can be any of the following:

- GOOD: Working fine

- BAD: Contact support team immediately

- Predicted to Fail: Contact support team immediately

Storage Volume Usage

The 'Storage Volume Usage' section displays information about storage space of IDrive BMR server. The utilized and remaining storage space is displayed in percentage so that you can track your utilization and allows you to perform manual cleanup after 80% usage.

To perform manual cleanup,

1. Login to IDrive BMR web interface and click 'Statistics' -> 'System Health'.

2. Select the percentage of storage space to cleanup from 'CleanUp Percentage' drop-down list.

3. Click 'Cleanup'.

4. Click 'Confirm' in the confirmation window.

Also, you can view information about server uptime and memory used in the 'Fast Statistics' section. The 'Bandwidth' sections displays information about data transmitted and received. In the 'Network' section, one can find information on Network configuration of the BMR server.

General Info

This section gives information about the time since when BMR server is up and running and also about RAM usage of the BMR server.

Network

The 'Network' section displays information about network settings such as IP address and the mode of network.

Storage Insights

This tab displays information about storage usage and backup statistics for your physical and VMware machines.

Storage Usage

This section displays the storage utilized by physical machines and virtual machines in the BMR device.

Physical Machine

This section displays information on Overall Actual Usage, Overall Dedup Factor, Overall Saved Space for all the registered clients. The 'File Restore' and 'Virtualization' sections, provide information about the maximum allowed mount paths and number of mount paths created.

VMware

This section displays information on Overall Actual Usage, Overall Dedup Factor, Overall Saved Space for all the virtual machines added for backup on the BMR device.

Backup Statistics

This section displays the information about the storage used by each client or virtual machine. You can also search for the required client or virtual machine. Type the client or hostname in 'Search' field to view the backup statistics.

Note: The size displayed for each client is not the actual amount of data physically stored. Because of de-duplication mechanism employed in the backend, the storage space for storing full and incremental backups is utilized in an efficient manner.
The Dedup factor is an indicator of effectiveness of deduplication. For instance, if Dedup factor is 10x, it indicates that 10 times more data is stored in the physical space that is required to store just one unit of data.

Logs

This tab displays information about activities performed in the server. For user convenience, logs are categorized appropriately for your physical clients and VMware machines. These logs will help support team to analyze the cause of backup failure.

Backup Logs

This tab displays the information about backup activities of the registered physical clients and VMware machines. Click on the required log to view the detailed information of the activity.

Groups Logs

This tab displays the information about activities performed on the client machines such as creating groups, adding client machines to the group and so on. Click on the required log in the 'Groups Logs' tab to view the detailed information of the activity.

IDrive Cloud Logs

This tab provides information about all logs related to cloud backups. This includes date, hostname, volume, recovery point, type, backup status, integrity, info

Cloud Seeding Logs

The tab displays information about all logs related to cloud replication initiated via BMR Express - a temporary storage device.

Restore Logs

This tab displays the information about restore activities of the registered clients and VMware machines.

System Logs

This tab displays the information about system activities such as login, logout and so on. Click on the required log in the 'System Logs' tab to view the detailed information of the activity.

Export

This option allows you to download the logs in CSV, Excel and PDF format or you can even print and copy the logs. Click 'Export' in the respective tab and click the required format from the drop-down to download the logs.

Admin

You can update the profile information such as password from this option.

Change Password

Change the password of the BMR server using this option.

To change Password,

1. Log in to the IDrive BMR server web interface.

2. On the top-right corner, where your username is displayed, click the drop-down menu.

3. Enter the new password, confirm the same and click 'Change Password'.

Once this is completed, you will receive a message that notifies the change of password.